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3.12 Communications Queue – Work Instructions

3.12.1 Overview

The communications queue is a specialized queue to accommodate any tasks that need to be sent from one Coalition partner to another partner. These are essentially manually created tasks and are not system generated or user defined from the existing lists of system, user triggered, or manually generated tasks. For example, if the Document Center needs to communicate/task the Service Center on an issue, or if Arbor needs to send a task on something not predefined, or if ACS needs to do the same for one of the Coalition partners, then such a task could be manually created and sent to the Communications Queue for the relevant Coalition partner.

3.12.2 Receiving and Routing Tasks in the Communications Queue

Steps	Process for Handling Tasks in the Communications Queue
1	<p>Designated Workgroup 1 EA pulls the task and reviews the information it contains. Example:</p>  <p>The screenshot shows a task interface with the following sections:</p> <ul style="list-style-type: none"> Task Home Options: Close Task, Park Task, Forward Task Subject: ICES screen AEIWP Details: <ul style="list-style-type: none"> Task ID: 9000052439 Priority: Medium Reserved By: Time Worked: 00:00 [Change] Status: Unreserved Deadline: 12/14/2007 23:00 Last Assigned: 12/12/2007 16:10 Park Deadline: Primary Action Supporting Information Task Instructions: Please check participation codes on aeimp, before scheduling of initial impact appointment
2	Based on the information in the task, it is forwarded to the appropriate workgroup for further processing.
3	If it is not clear how to handle/forward the task for processing, Workgroup 1 EA escalates to Team Coach to identify correct routing.
4	EA closes task and opens the next task from the Communications Queue.